



July 15, 1997

Mr. John Griffin
NYNEX CATC
125 High Street
Room 329
Boston, MA 02110

BROOKS/NYNEX INTERCONNECTION PROBLEMS - LATEST INCIDENT 7.15.97

Dear John:

Once again the customers of Brooks Fiber Communications of Rhode Island (BFCRI) have suffered network outages due to actions taken by Nynex personnel, outside of the control of BFC-RI. It is my hope that this letter will drive resolution once and for all to issues that have already been raised, most recently at the executive meeting in Boston on May 30th, 1997 (minutes attached).

Summary of Network Trouble

At approximately 08:00 this morning certain Brooks customers reported that certain Nynex customers were unable to reach them, and encountered "fast-busy" instead. As more reports came into both the Brooks, St. Louis NMC and the local Providence office, a pattern became apparent to those of us attempting to make sense of the symptoms. It was clear that the blockage was isolated to calls originating in the Nynex Washington Street central office - either directly or as INP calls forwarded to new Brooks numbers. Calls made directly to Brooks numbers from other Nynex end offices or from other LATAs were completed without problems. At approximately 08:30 the Brooks switch technician tried to reach someone at the Manchester MAC to work the trouble, but only succeeded in leaving a voice mail for Lauren (a technician in the MAC) and another for his supervisor, Tina Divenuti. At 08:50 Lauren returned the call and acknowledged a possible software provisioning problem in the Providence Washington Street end office. At 09:05 the trouble was cleared and according to Lauren was caused by the premature activation of a new pending direct trunk group between the Washington St. Nynex CO and the Brooks switch, in other words traffic was pointing to a non-existent trunk group. This is consistent with the symptoms of calls originating in the Washington St. switch or transiting the switch for INP purposes.

Issues of Concern to BFC-RI

- There is still no effective means of reporting serious inter-network issues. During the May 30th meeting Tom Delaney handed out a single sheet which he explained would be the correct and effective method of handling any trouble, be it network or customer specific. In reality this list is of virtually no use whatsoever. In fact, when we tried to report a network trouble using the specified 800 number it was clear that the person answering had little knowledge of networking, and in fact



refused to open a ticket. Escalation lists and contact lists at the MAC, Framingham NMC etc. would help, and in fact to quote the minutes from the May 30th meeting:

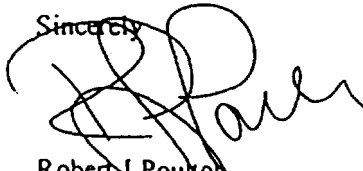
"Contact Lists and Escalation Lists"

- *"Contact lists for trouble reporting were discussed. BFC is not clear on the formal escalation process. Also discussed were contact procedures for disasters such as fiber cuts or fires.*
- *C. Mongell and T. Delaney will compile complete contact lists by service, including the appropriate escalation contacts, for the routine troubles as well as disasters. T. Dreyer will ensure that lists are communicated with BF as well as all other customers."*

To date we have not seen these lists, nor are we comfortable with the lack of procedures for dealing swiftly with inter-networking problems. It is significant that as far as today's serious outage is concerned, it DOES NOT EXIST ANYWHERE as a Nynex trouble ticket, and consequently no one is accountable except by way of responding to letters such as this.

Routing changes were made within Nynex with obvious consequences to inter-company traffic flow. Why did this happen? How can we be sure it will not happen again? Can we implement a Method of Procedure whereby whenever one company plans on making any routing change it obtains up front agreement with the other company, and swaps contact numbers, backout procedures etc. , as well as making a live phone call prior to commencement of the work, and another upon completion whereupon any appropriate testing is carried out by both companies.

John, I would appreciate a written response to this letter, including an update on the other outstanding items referred to in the attached minutes from the May 30th meeting.

Sincerely

Robert J. Pouyon
General Manager, BFC-RI

CC: (via e-mail) Tom Delaney @SMTP.Nynex.com, Robert Fox @SMTP.Nynex.com, William McDermott@SMTP.Nynex.com

(hard copy) Robert Shanahan, Ellen Kelly, Marty Clift, Paula Venema, Malcolm Brown, Randy Barber

Attachment

Exhibit 11

- a. Letter from New England Medical Supply, Inc.
- b. Letter from Providence Pictures, Inc.

MARY MCCARTHY - 800 - 216 - 4122
FAX 800 - 816 - 8116

PROVIDENCE PICTURES, INC.

60 Eddy Street, Third Floor
Providence, RI 02903
(401) 455 1450
(401) 455 1451 fax

November 4, 1997

Ms. Ellen Kelly
Customer Service Manager
Brooks Fiber
Via Fax: 854-1110

Dear Ellen:

The primary reason we need to end our relationship with Brooks fiber is our inability to reach a long distance operator. The nature of international calling, changing codes, etc. means that I use operator assistance with nearly half the calls I make overseas. Our latest project had us working with people in Israel and England, and while this was not a daily occurrence, not being to access an operator when we needed one became a hardship. AT&T refused to charge calls made to 1-800-CALLATT to our office phone, even after you helped me attempt a resolution with them.

A secondary reason is the occasional "all circuits are busy" message, something that has happened with increased frequency since our switch to Brooks Fiber. One of our producers resorted to leaving a message at Gary's home, in the same area, just a few miles away, but serviced by Nynex. In addition to this being an inconvenience and a bit of an embarrassment, it underscores the likelihood that the problem is with the Brooks Fiber infrastructure.

I am sorry about this, and appreciate all your personal attention, service, and best efforts to resolve our problems.

With best regards,


Christy Nadalin
Associate Producer



NEW ENGLAND MEDICAL SUPPLY, INC.

365 Eddy Street
Providence, RI 02903-4252

(401) 831-8030 Fax: (401) 831-8032
800-322-5887

November 29, 1997

Ms. Ellen Kelly
BROOKS FIBER
Providence Washington Plaza
2nd Floor
Providence, RI 02903

Dear Ms. Kelly:

With great sadness and disappointment, I am writing to inform you of our decision to go back to (Nynex) Bell Atlantic. Since the inception of our enrollment with BROOKS FIBER, we have been chronically troubled with interrupted phone service. The problems involved both incoming and outgoing phone calls. We are a small distribution company and, needless to say, our phones are our lifelines.

Since December, 1996 and throughout October, 1997 we have been plagued with the following:

1. Circuit busy messages on outgoing calls even on low volume days and times
2. Constant busy signal for customers calling in; even when three open lines were available
3. Fax line out of service
4. Fax line ringing on regular phone lines
5. Outgoing call made to designated number (even auto dialed) would reach an uninvolved third party. (affected long distance costs).
6. Our phone number was unavailable from 411 information and in some instances an unrelated number was given to the customer.

Looking at our overall business picture, I can emphatically tell you that our phone volume has decreased resulting in decreased business. Although we provided you with all information needed, in a timely fashion, we were omitted from the 1997 publishing of NYNEX'S white pages.

After many discussions with NYNEX employees, at various levels of responsibility, I was made aware of the animosity against all new companies encroaching on NYNEX'S old customer base. The consensus was that the customer was theirs. They originated and serviced the customer all these years and now have to turn over 25% of their base on a silver platter to the competitor. To top that, NYNEX has to service the competition by providing switching services, trouble shooting, etc. It became evident to me that NYNEX employees feel threatened and are of the mentality to protect their turf even if it means tripping the competition whenever possible.

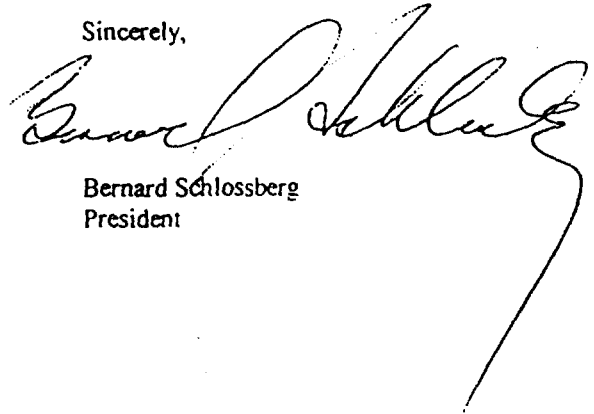
Every time we had a problem, it was promptly rectified after a call to BROOKS FIBER. The calls, however, were too often and for recurrent problems. It was my experience that once a switching problem was fixed - it stayed fixed. Here, however, the fixed got unfixed very quickly.

I feel that NYNEX is culpable. However, we are caught between two large companies waging a silent war and Companies such as ours are the casualties. It is utterly shameful that we are not able to pursue this matter legally. A Company such as ours does not have the financial means to successfully

litigate against companies your size. Having said all that, and as upset as I am with NYNEX/BELL ATLANTIC we are forced to return to them in order to salvage our business and assure quality uninterrupted phone service. To add insult to injury, we had to pay a \$180 switching fee. My immediate concern and goal is to re-establish our relationship with the lost customer. Naturally, this will cost us again.

In closing, I might add that this venture with BROOKS FIBER has been purely an exercise in futility. A program that was to have saved us money turned out to be quite costly.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bernard Schlossberg", with a long, sweeping flourish extending downwards and to the right.

Bernard Schlossberg
President